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TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVESERVICES COMMITTEE MEETING JANUARY 20, 2014
FROM:	SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	HOUSING COLLABORATIVE INITIATIVE APPROVAL OF SERVICE MANAGER CONSORTIUM AGREEMENT

RECOMMENDATION

That, on the recommendation of the Director of Municipal Housing, with the concurrence of the Managing Director of Housing, Social Services and Dearness Home, the following actions **BE TAKEN** with respect to the Service Manager Consortium Agreement – Housing Collaborative Initiative:

1. The attached proposed By-law **BE INTRODUCED** at the Municipal Council meeting on January 28, 2014 to approve the Consortium Agreement – Housing Collaborative Initiative, substantially in the form of agreement attached to this report and to the satisfaction of the City Solicitor; and
2. The Mayor and the City Clerk **BE AUTHORIZED** to execute the said Agreement.
3. The attached proposed By-law **BE INTRODUCED** at the Municipal Council meeting of January 28, 2014 to delegate authority to the Managing Director, Housing Social Services and Dearness Home or her/his designate to execute all further Agreements on behalf of the City of London with respect to the Housing Collaborative Initiative.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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Board of Control (December 12, 2007) – Social Housing Software Purchase Agreement

Community Services Committee (December 19, 2011) – Municipal Partnership for the Development of and Information System for Social Housing Administration

Community & Protective Services Committee (April 22, 2013) - Housing Collaborative Initiative Service Manager Consortium Agreement: Expression of Interest for the Development of an Information System for Social Housing Administration

BACKGROUND

In response to the lack of an IT housing system and indifferent position of the Province, eight Service Manager Municipalities (London, Windsor, Hamilton, Waterloo, Municipality of Chatham-Kent, Region of York, Halton Region and Ottawa) have been collaborating regarding the development a single IT housing system. Peel Region has now professed an interest in join the collaborative. The Housing Services Corporation, as a legislated housing sector support agency, also joined the team to provide their expertise and assistance.

The purpose of the project is to promote a system that is meaningful to the social housing business that Service Managers perform, to ensure consistency in housing data application and pursue maximum usability of the system among all Service Managers, regardless of size or location.

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In order to support the project and guide the work of the team, the project objective is to replace any locally existing databases, templates, forms and hard-copy documents used to manage the Service Managers' portfolio of Housing Programs with a single user-friendly, flexible, web-hosted database application that will meet the governance, administrative, financial and asset management needs of all Service Managers.

Project Update

The project team has been working since the fall of 2011 to develop a common set of business requirements for the system and to define and address the technical, purchasing, legal and privacy requirements of all SMs.

The project team has finalized the business requirements, a governance model and a Consortium Agreement. A Request for Proposal (RFP) will determine the actual cost of developing the software program. The goal is to issue an RFP in February 2014 to select a vendor.

The Consortium Agreement outlines the obligations, rights and responsibilities of the Governing Group members as well as the assessment of costs, payment terms and other provisions to protect the interests of each Service Manager and the group as a whole. The Agreement will take effect once signed by all Service Managers and shall end on the date the database application is considered developed and the vendor selected through the RFP process has been fully paid in accordance with the terms and conditions of the development contract. Upon termination of the Agreement, the database application responsibility for ongoing maintenance and licensing will transfer to the Governing Group as prescribed in a Governance Agreement.

It is the expectation of the project team that various modules for the system will be ready and in production throughout the course of 2014, noting it will likely take until the end of 2015 for all modules to be fully implemented.

The Region of Waterloo has agreed to issue the RFP on behalf of the team as the lead Service Manager. One representative from each Service Manager will form an evaluation committee to review responses to the RFP and report back to the project team (renamed as the "Governing Group" once the Consortium Agreement is signed) for decisions moving forward. Each Service Manager is responsible for ensuring compliance with their respective purchasing and legal requirements throughout the process.

Each active Service Manager has provided a financial commitment in principle to fund the development of the program should they wish to continue to participate in the project and be part of the process going forward.

FINANCIAL IMPACT

The project team, in consultation with their respective IT departments, has estimated the development costs to be no more than \$1.5 million. These costs will be shared by each participating Service Manager based on the number of Social Housing units (as defined by the *Housing Services Act, 2011*) as at December 31, 2011.

The City of London approved a financial commitment of up to \$200,000 in April 2013 to be funded through a drawdown from the Efficiency, Effectiveness and Economy Reserve Fund.

Ongoing staff, meeting and travel costs incurred during the development phase of the project will continue to be addressed through the current municipal approved budget.

Consortium Agreement

Authorization is required to execute the necessary agreements and documents related to the City of London's continued involvement in the development of an information system for the administration of social housing.

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As Service Manager, it is intended that the Managing Director, Housing, Social Services and Dearness Home, or her/his designate, will continue to approve and execute all on-going Agreements with regard to the Housing Collaborative Initiative (see attached by-law), it being noted that any such designation would occur only in the extended absence of the Managing Director, Housing, Social Services and Dearness Home and will be undertaken with a letter authorizing the delegation.

Acknowledgements

Representatives from each municipal Service Manager, including staff from the following: Housing, IT, Legal and Finance should be recognized for their contribution and commitment to the success of this project.

PREPARED BY:	RECOMMENDED BY:
JOSH BROWNE MANAGER, SOCIAL HOUSING ADMINISTRATION	LOUISE STEVENS DIRECTOR, MUNICIPAL HOUSING
CONCURRED BY:	
SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME	

- cc. J. Edward, Chief Technology Officer
- M. Hayward, Managing Director, Corporate Services and City Treasurer, Chief Financial Officer
- Anna Lisa Barbon, Manager, Finance & Business Services
- J. Freeman, Manager Purchasing & Supply
- D. Mountheer, City Solicitor

